



Walter Reed NOW

Issue 2
2 April 2007

Stakeholders:

In this, our second **Week in Review**, we continue to advance - working toward our goals. I want to keep you up-to-date on this progress and demonstrate we are committed to fixing what's broken and fine-tuning the rest. We have partnered with our patients - creating dynamic teams integrating caseworkers and platoon sergeants dedicated to unraveling the complexities of the Medical Evaluation Board process. We want to ensure Soldiers receive everything they deserve. We can't solve every issue overnight at Walter Reed and depend upon many others to streamline the rest of the process along with us. It's been pointed out that we are not perfect. Yet now, with renewed emphasis, it will not stop us from striving for perfection.

Accomplished last week:

Case Managers are now trained military Registered Nurses

On 2 March 2007, the decision was made to bring in 28 military Registered Nurses and assign them to the new Wounded Warrior Transition Brigade (WWTB) at Walter Reed Army Medical Center (WRAMC). Upon arrival, these 28 Army Nurses, together with the existing Reserve Component Case Managers already stationed at WRAMC, developed a four-week training program. The purpose of this program was to establish clear policies, procedures, and case management core competencies for all WRAMC case managers. This training program was designed with didactic and hands-on teaching methodologies. The first week of training consisted of didactic training from a variety of subject matter experts within WRAMC, Veterans Affairs, MEDCOM, sister services. This training was completed on 23 March 2007. The next phase of the training began on 26 March 2007 with 1:1 hands-on training designed to: 1) provide the nurse case managers with hands-on experience regarding the procedures used in MED Hold and MED Holdover; 2) train the nurse case managers to use the required medical databases and computer systems; and 3) complete the remaining administrative tasks such as in-processing and setting up for case management clinical operations. Case Managers have reduced our Case Manager to Patient ratio from 1:45 to 1:30; we expect to go to 1:20 within the next 30 days.



Infrastructure and facilities improvements are gaining momentum



The team of building assessors contracted by the Baltimore Corps of Engineers has assessed the former hospital, Bldg 1, and has begun assessing Abrams Hall for life, safety, and fire issues. They remain in coordination with the Garrison Staff and IAP Contractors to ensure service orders are placed for work to be completed as it is found. They are scheduled to complete their assessment of Delano Hall, the Guest House, Mologne House, boiler/Steam Plant and the Chiller Plant by April 6th. A written report will be prepared by June 2007.

The Clothing Issue Point at WRAMC opened March 23rd and has served approximately 30 Soldiers last week. The two-step process involves sizing Soldiers one day and issuing their clothing the next.

We installed and configured a full complement of communications and network services (voice, data, PCs, printers, copier) to 28 new WRAMC case managers in Bldg 38. Also, network and voice capabilities for Wounded Warrior Transition Brigade were relocated from Bldg T-2 to Bldg 38.

Coordination and planning for the Independent Review Group committee meeting April 11 began in earnest last week to identify all the requirements and technical challenges involved in hosting the meeting in the Wagner Sports Center.

Bathroom exhaust fans were installed in Delano Hall guest rooms to improve circulation and air quality, while new carpet was being installed in Guest House; should be completed next week.

President Bush visits Abrams Hall to view new accommodations, talks with Soldiers undergoing therapy and presents Purple Heart medals.



The Commander-in Chief visited wounded warrior accommodations at WRAMC on Friday, March 30. These rooms are located in Abrams Hall - a single Soldier facility that also houses some junior enlisted WRAMC staff. The President stepped into a room and saw the newly installed



flat screen televisions and computer workstations that are a part of the amenities in the 274-room facility. He indicated the new accommodations were the standard and previous conditions were unacceptable. The President met with several wounded warriors and family members then fielded several questions from those in attendance. During the President's visit, he also awarded numerous Purple Hearts to Soldiers with their families present.

Wounded Warrior Brigade continues on course toward activation 25 April 2007

The WWTB continued to coordinate a myriad of details with the Medical Center Brigade staff to develop movement plans and timeline for Wounded Warrior Transition Brigade movement into Abrams Hall.

- Developed a comprehensive one-week Training Program for all incoming cadre
- Moved 13 new Case Managers into Building 38 and began their Left Seat / Right Seat Ride with current experienced Case Managers
- Attached three new Sergeants First Class to the Medical Hold Company to serve as Platoon Sergeants
- Key Leaders visited National Naval Medical Hospital in Bethesda to share ideas and review TTPs for Medical Hold and Medical Hold-Over Company operations

Within 30 days:

Activation of Wounded Warrior Transition Brigade on 25 April 2007 (Initial Operational Capability)

WWTB Company A Change of Command on 27 April 2007

WWTB Companies B and C Changes of Command on 8 June 2007 (Full Operational Capability)

Purple Heart ceremonies honored wounded warriors' service and sacrifices

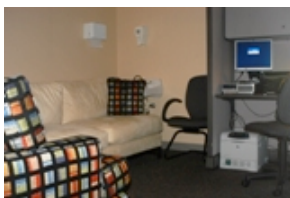


In four separate ceremonies since Friday, 23 March, nearly 30 Soldiers received Purple Heart medals at Walter Reed. Those awarding the medal included the Commander in Chief, Army Chief of Staff, the Commanding General and Deputy Commanding General of the North Atlantic Regional Medical Command and Walter Reed Army Medical Center. Nearly all of



the Purple Heart recipients acknowledged their fellow fallen and wounded Soldiers, those still serving in the Global War on Terror, as well as the care they have received at Walter Reed.

Soldier and Family Assistance Center (SFAC) continue enhancements



WRAMC continues to improve reception at the SFAC. This week the concept of bringing resources to the Soldier and family was enhanced as the Family Support Rooms were outfitted with new furniture intended to be both aesthetically pleasing and functional to provide an atmosphere of healing and support. Also, the Family Member Kiosk is operational so families can access the internet without having to use their Common Access Card (CAC).

An Eagles Cash Card Kiosk machine became operational in the SFAC. Kiosk will allow Soldiers to transfer the remaining amounts of money on their OIF/OEF EAGLES Cash Cards electronically to stateside bank accounts. WRAMC also further enhanced the Casualty Section of the SFAC by adding the capability to arrange and coordinate travel for convalescent leave, non medical attendants, returns to duty and invitational travel orders.



Proposed Automated Information System

Ongoing meetings and coordination occurred to establish a Visual Automated Information System at WRAMC. The system will use 42" plasma screen televisions placed at 15 key locations throughout the WRAMC installation. The initial meeting was held this week to plan the way ahead for the Automated Information System that will disseminate community information, events, messages, and other hot topics via the use 15 large plasma screens. These screens will provide another mechanism to deliver information to the patients, family members and WRAMC staff.

Preparing for the week ahead

I'm seeing real change here at Walter Reed and the momentum is increasing. Soldiers are much better off today than they were in weeks past. No matter what the catalyst for change was, improvements are being made in every aspect of healthcare delivery here at Walter Reed. We are certainly not done, nor in some areas, such as the bureaucratic process, the end in sight. Nevertheless, as you have read, we are making significant progress daily and are getting closer to providing the ultimate care our wounded warriors deserve. I thank you for the trust you have given us to course correct this medical institution ourselves and believe we will re-earn the nation's admiration as the military's finest healthcare facility – taking care of our country's finest men and women, and their families.

Very Respectfully;

ERIC SCHOOMAKER

Major General, MC
Commanding

